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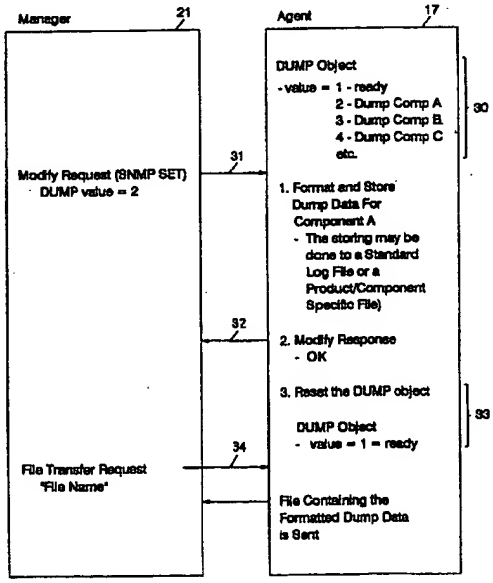
(54) Network management with acquisition of formatted dump data from remote process

(57) A method of selectively obtaining formatted dump data from a remote software product (18) employs an open Manager-Agent concept, where the Agent (17) is represented by the remote software product (18) and the Manager is represented by the local customer/vendor management station (21). A dump object is defined; this object exists at the Agent (17) and is exposed to Manager (21) for modification, e.g., specification of a value. Modification of the dump object by the Manager (21) will cause the Agent (17) to selectively create/store a formatted storage dump for one or more of software products components (18). The Manager (21) retrieves the formatted dump data from the Agent (17) using a standard/open file transfer mechanism; since the dump data is formatted at the Agent (17) (rather than by the receiver, i.e., manager (21)) the problem of transmitting large amounts of data across a network is minimized or eliminated. This method is product and product-level independent; since the Manager (21) and Agent (17) interactions do not involve product-specific logic, it can be used to selectively obtain formatted dump data from any software product, and, since the formatting is done by the Agent (17), there is no problem in matching the level of the format routine to the product level. The Manager-Agent interactions are network management protocol independent, and may use a standard such as SNMP.

FIG. 2



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EUROPEAN SEARCH REPORT

Application Number
EP 96 30 5897

DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
A	"TAILORABLE EMBEDDED EVENT TRACE" IBM TECHNICAL DISCLOSURE BULLETIN, vol. 34, no. 7B, 1 December 1991, pages 259-261, XP000282573 * the whole document *	1-10	G06F11/00 G06F11/22 H04L12/26 H04L12/24
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TECHNICAL FIELDS SEARCHED (Int.Cl.6)

G06F
H04L

The present search report has been drawn up for all claims

Place of search	Date of completion of the search	Examiner
THE HAGUE	2 February 1999	Cichra, M

CATEGORY OF CITED DOCUMENTS

X : particularly relevant if taken alone
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02-02-1999

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